

ASSISTANT DIRECTOR OF COMMUNICATIONS

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a responsible administrative and supervisory position in the Communications Division of fire department operations, the primary duty of which is directing the operation of the communications division. The employee of this class is responsible for evaluating the work performance of subordinate employees and providing technical assistance when needed. The Assistant Director of Communications works with little supervision, receiving only general instructions from the Director of Communications, and performing independently in most areas. This class ranks directly below that of Director of Communications.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Assists in directing the operations of the communications division. Plans, organizes, assigns, and directs division operations with respect to personnel and equipment. Participates in setting management policies, goals, and objectives for the division. Conducts inspections of the assigned division, evaluates the effectiveness of the division following inspection, and takes appropriate action to correct or improve problem areas. Gives reports, offers advice, makes recommendations, and keeps informed of local trends that may affect the communications division. Participates in interviewing prospective employees, and makes employment recommendations.

Delegates authority to subordinates for the more effective operation of the division. Holds meetings with subordinates for the purpose of receiving reports or disseminating information, including changes in FCC regulations, laws, technical developments, new departmental policies, and related matters. Inspects the appearance of subordinate employees and assigns work schedules, seeing that each shift is properly manned. Evaluates the work performance of subordinates, discusses each subordinate's performance with him/her, writes evaluation reports, and reports on such to superiors when required. Counsels employees who are experiencing work problems and resolves employee complaints and grievances. Provides technical assistance to subordinates when needed. Maintains discipline among employees of the division. Makes a daily personnel report to a designated department official.

Performs and supervises employees performing communications duties including computer aided dispatching (CAD), entering caller's information into computer, dispatching the appropriate unit(s), keeping track of each firefighting unit at all times, and contacting all designated groups or individuals of all working fires. Ensures that messages are relayed to and from emergency units, fire department personnel, and the fire scene. Oversees the receipt of alarms from private alarm systems, non-fire emergency calls, and non-emergency calls and ensures that all departmental procedures for handling such matters are followed.

Sees that subordinates receive necessary formal training. Personally provides both formal training and "on-the-job" instruction in the operations of communications equipment and related areas and prepares material for use in training.

Provides for and ensures that accurate division records are maintained. Develops new forms or revises old ones in order to improve accuracy and efficiency of documentation. Writes letters in answer to requests addressed to the communications division or letters needed to address other needs of the division. Gathers information to be used in compiling budgets. Personally completes forms and records required.

Handles complaints from the public concerning problems in the communications division. Answers questions on department procedure when requested or refers questioners to designated authority.

Supervises the general care, maintenance, and use of departmental communications equipment. Tests equipment such as fire telephones, radios, public address systems, recording systems, and individual paging devices. Provides for the repair of malfunctioning equipment according to department procedures and inspects equipment after repairs to see that repairs were properly accomplished. Provides for the purchase and storage of all supplies and equipment needed by the division. Reviews and signs purchase requisitions, vouchers for payment, or related financial records and sees that they are submitted to the proper authority.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this

class, must pass a medical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must present documentation indicating, at a minimum, that the applicant has met the minimum high school graduation requirements necessary to receive a high school diploma as established by the state of Louisiana Board of Elementary and Secondary Education. Such documentation shall include at least one of the following: high school diploma, high school transcript, certificate of equivalency, affidavit from the issuing high school, college diploma, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for certification of graduation.

Must possess a valid driver's license.

Must possess at least four (4) years of full-time work experience as a dispatcher within a communications division of a fire department.

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